

<p>Personnel and Employee Relations 7130 Employee Complaints</p>	Administrative Application	
	Last Reviewed /Approved on:	November 12, 2019
	References:	STF Statement of Policy and Bylaws – Part 6.5 STF Code of Ethics, Article 6 Education Support Professionals Conditions Of Employment, Compensation And Benefits, Section 4 CUPE Local 1125 Agreement, Article 4 Policy 12 – Role of the Director
	Status:	Operational

Preamble

The Regina Catholic School Division (RCSD) endeavours to provide an efficient, amicable, and fair method of resolving personnel complaints. The school division wishes resolution to occur as close to the source of the issue as possible.

Application

Employee complaints shall be resolved in accordance with *the Education Act*, applicable Codes of Ethics, related Board policy, regulations pursuant to this application, and other Education agreements in effect.

1. Informal Resolution

Informal employee complaint resolution is a precursor to formal processes. At the informal complaint resolution stage, the following steps shall be followed in sequence until such time that resolution is achieved or, in the opinion of the complainant, formal resolution or an alternate resolution process is required.

- a. Source of Complaint
The complainant shall, in keeping with all professional obligations, address the complaint with the person or persons at the source of the issue.
- b. Immediate Supervisor
If informal resolution is not achieved in 1(a), and there is a valid reason this cannot be addressed directly with the source, the complainant shall, in keeping with all professional obligations, tender the complaint with an immediate supervisor.
- c. Designated Senior Administrator
If informal resolution is not achieved in 1(b), the complainant shall, in keeping with all professional obligations, tender the original complaint with the designated senior administrator responsible for the employee workplace.
- d. Superintendent of Human Resource Services
If informal resolution is not achieved in 1(c), the complainant shall, in keeping with all professional obligations, tender the original complaint with the Superintendent of Human Resource Services.

2. Formal Review

Formal review may be sought in situations where, in the opinion of the complainant, the process of informal resolution has failed to achieve a solution in relation to the original complaint. At the formal review stage, the following steps shall be followed in sequence until such time that resolution is achieved, all processes have been exhausted or, in the opinion of the complainant, an alternate resolution process is required.

a. Director of Education

If resolution is not achieved through informal resolution the complainant shall, in keeping with all professional obligations, tender the original complaint in writing to the Director, requesting a formal review. The Director shall establish a committee to address the complaint. The committee shall be comprised of the Director and a superintendent not previously involved with informal resolution of the complaint under consideration.

b. Personnel Complaint Review Committee

This committee shall review the formal complaint tendered in 2(a).

c. Summary

The review committee shall forward a summary of the review in 2(b) to the Board.

3. Alternate Resolution Procedures

At any point a complainant may opt for alternative resolution processes where such processes exist in law, Board policy, or contract. When a complainant seeks redress through alternative processes, no further attempts at resolution in relation to this administrative application will be undertaken in deference for the alternative chosen by the complainant.